The following items are considered the top 10 reasons for returned travel expenses that the SSC T&E Team find while reviewing travel expense reports. More details below on Page 2.

1. Incorrect/Inconsistent Dates
2. Missing/Incomplete Documentation
3. Business Meals
4. Higher Lodging
5. Expense Itemization
6. Incorrect Expense Category
7. Meals Per Diem
8. Mileage
9. Disallowed Expenses
10. Justification

FAQs and guides are available online at www.ssc.vccs.edu.

Additional assistance is provided by the SSC Help Center at 540-591-4000, 877-340-5577, or help@ssc.vccs.edu.
1. Incorrect/Inconsistent Dates
- Header page dates of travel, expense line dates, and receipt dates do not match
- Future dated expenses requested – expenses are reimbursable after travel completed

2. Missing/Incomplete Documentation
- Missing supporting documentation for expense verification and justification
- Pre-approvals when required (overnight travel, business meals, higher lodging)
- Receipts – Missing or Incomplete
  - Not a true receipt (Reservation confirmation only) - Proof of Payment required
  - Itemized receipt (Hotel, Business Meals, Car Rental)
- Agenda (Agenda at a Glance) – Missing or Incomplete
  - Required for meals verification
  - Web link addresses are not sufficient – Must attach PDF copy of agenda
- Itinerary – Missing or Incomplete (Airfare/Rail)
  - Details of trip including dates and location missing – Needed for expense verification

3. Business Meals—Missing or Incomplete
- Pre-Approval
  - List of attendees
  - Business purpose
  - Itemized receipt

4. Higher Lodging
- Missing pre-approval
- GSA rates incorrect - Based on physical hotel location (i.e. Hyatt Richmond/Arboretum is located in Chesterfield County, VA, rather than City of Richmond)
- Excess lodging incorrectly allocated and excess lodging tax/fees incorrectly prorated

5. Expense Itemization
- Not itemized on a daily basis and by receipt – required for Cardinal transparency

6. Incorrect Expense Category
- i.e. Hotel expenses: Room Rate = Categorized as Lodging (i.e. Room Rate $91.00); Lodging Tax/Fees (Local, State, etc.) = Categorized as Lodging Tax/Fees (i.e. Tax/Fees 12.10)

7. Meals Per Diem
- Meals provided at no cost by hotel or event
- Travel days not deducted
- Justification for not deducting meals not attached or noted
- Location incorrect/missing – Based on physical lodging location (i.e. Hyatt Richmond/Arboretum is located in Chesterfield County, VA, rather than City of Richmond)

8. Mileage
- Not using exact (complete) addresses
- Cost Beneficial Analysis – Not completed or not attached
- Justification for current IRS rate ($0.535) not attached or noted - Required for mileage overnight travel and mileage greater than 200 miles in a single trip

9. Disallowed Expenses
- Rental car insurance (CDW/LDW) and refueling
- Alcoholic beverages
- Travel insurance
- Expenses for personal comfort / matter of convenience

10. Justification
- Not “Painting the Whole Picture”
- Justification missing or insufficient
- Provide adequate justification when required (i.e. Car Rental class rented outside allowable class type, not deducting meals provided at no cost, current IRS mileage rate)